

BOARD OF COUNTY COMMISSIONERS

AGENDA ITEM SUMMARY

Meeting Date: April 19, 2006 Division: Budget & Finance

Bulk Item: Yes X No

Department: Office of Management & Budget

Department Contact: Tina Boan

AGENDA ITEM WORDING:

Approval of the Monroe County Purchasing Card Policy & Procedures.

ITEM BACKGROUND:

As Monroe County is moving forward into the second stage of implementing a purchasing card program, it is necessary to establish a policy & procedures document to control the use of cards assigned to and utilized by Board of County Commissioners employees. Staff of the Budget & Finance Division, under the direction of the County Administrator has collaborated with the Clerk of the Court and the County Attorneys Office to assemble this item.

PREVIOUS REVELANT BOCC ACTION:

Approval on 3/15/06 to execute an application with Bank of America for purchasing card services, using the State of Florida contract, in accordance with the provision set forth in FL Statute 287.056.

CONTRACT/AGREEMENT CHANGES:

None

STAFF RECOMMENDATIONS:

Approval

TOTAL COST: N/A

BUDGETED: Yes No N/A

COST TO COUNTY: N/A

REVENUE PRODUCING: Yes No X AMOUNT PER MONTH Year

APPROVED BY: County Atty ✓ OMB/Purchasing Risk Management

NWC 4/17/06

DIVISION DIRECTOR APPROVAL:


(Salvatore R. Zappulla)

DOCUMENTATION: Included X To Follow Not Required

DISPOSITION:

AGENDA ITEM #

MONROE COUNTY BOARD OF COUNTY COMMISSIONERS

PURCHASING CARD POLICY & PROCEDURES

PURPOSE: To establish those procedures under which departments will control the use of Purchase Cards assigned to and utilized by Board of County Commissioners (BOCC) employees for purchasing non restricted commodities and services on behalf of the BOCC. These procedures are intended to accomplish the following:

1. To ensure that the procurement with Purchasing Cards is accomplished in Accordance with the policy and procedures established within this and other sections of this manual.
2. To enhance productivity, significantly reduce paperwork, improve controls, and overall cost associated with purchases.
3. To ensure appropriate internal controls are established within each department procuring with Purchasing Cards so that they are used only for authorized purposes.
4. To have timely and meaningful management reports which detail and summarize periodic activity.
5. To ensure that the BOCC bears no legal liability from inappropriate use of Purchasing Cards.
6. To provide a convenient method for purchases, consolidate payments, improve customer service, reduce transaction cost, streamline processes, and capture spending information.
7. Ensure prompt payment to vendors.
8. Provide hard data on purchase activity with vendors in order to achieve savings by negotiated discounts based upon the volume of business with the vendor.
9. Specific advantages within the Purchasing Card Program itself include the various ways that limits and restrictions can be established that allow the tailoring of individual cards to fit the needs of the user. This will extend purchasing responsibility to more individuals than in the current purchasing environment, while maintaining or even increasing accountability.

The success of the BOCC Purchasing Card Program relies on the cooperation and professionalism of all personnel associated with this initiative. The most important participant is the Cardholder. The individual user is the key element in making this program successful.

Finally, it is intended that the procedures established herein are viewed as minimum standards for each department, who may wish to establish additional controls beyond those suggested by the procedures.

SCOPE: This procedure will be applicable to those departments who have selected employees to use Purchasing Cards to purchase goods, services, travel and training, or for specific expenditures incurred under conditions approved by this procedures, i.e.: emergencies. The decision of when a Purchasing Card is issued, to whom, and the dollar limitations will be as requested by the Department Director and approved by the Budget & Finance Division Director and /or the Purchasing Card Program Administrator.

APPLICABILITY: This procedure applies to all departments of the BOCC.

BACKGROUND: A number of unique controls have been developed for this program that do not exist in a traditional credit card environment. These controls ensure that each card can be used only for specific purposes and within specific dollar limits.

In addition, certification of all purchases is required by each Cardholder, with verification performed by their immediate supervisor before payment is made to the vendor.

LIMITS AND RESTRICTIONS: The following limits can be uniquely established:

1. **Spending amount per day, billing cycle, and month.** The Cardholder can only incur transactions totaling a predetermined dollar amount within any defined period.
2. **Number of transactions per day, billing cycle and month.** The Cardholder can only incur a predetermined number of transactions within a predefined period.
3. **Single Purchase Amount.** A limited dollar amount for any single transaction. Cardholders **shall not** split transactions to stay within their limits.
4. **Merchant Category Codes (MCC).** The MCC are assigned by VISA to a merchant which identifies the primary type of goods or service they provide. The MCC are designed to offer every combination possible and restrictions are imposed at the point of sale if the blocked merchant requests authorization for the transaction.

BENEFITS: There are many benefits to using the Purchasing Card including:

1. **Board of County Commissioners Benefits:**
 - a. Simplifies the purchasing process for the large number of low dollar purchases, freeing up time for large dollar purchases.
 - b. Significantly reduces the overall transaction processing cost per purchase.
 - c. Increased accountability.

- d. Provides management information electronically which is currently unavailable.

2. **Cardholder Benefits:**

- a. Convenience of purchasing without an intensive Requisition/Purchase Order processing system.
- b. Expedites the delivery of goods or services to the job site.
- c. Expands the list of merchants from whom purchases can be made.

3. **Merchant Benefits:**

- a. Expedites payment to the merchant within 48 hours.
- b. Reduces merchant maintained "account" paperwork.
- c. Lowers risk of nonpayment.

TRAINING: All Cardholders will complete training before they are issued a Purchasing Card.

- 1. Participating in the Purchasing Card Program is a privilege being offered by the BOCC. If the County Administrator through the Purchasing Card Program Administrator and/or the Clerk of the Court becomes aware of any inappropriate or late approval of transactions, Cardholder privileges may be canceled.
- 2. It is expected that the Purchasing Card Procedures and training program will assist you in making this program a success.

1. **CARDHOLDER SPENDING LIMITS**

- 1.1 The Delegation of Authority that has been provided to each Cardholder will set the maximum dollar amount for each single transaction up to a maximum amount of \$999.99 at the Director Level for the small non-stocked products and services or for travel and training. Each time a Cardholder makes a purchase with his/her Purchasing Card, this limit will be checked, and the authorization request will be declined should the amount exceed the limitation.
- 1.2 Purchasing Cards issued to the Mayor and County Commissioners, County Administrator, Deputy County Administrator, Division Directors, Purchasing Card Program Administrator, Purchasing Agents/Buyers may be authorized for a higher maximum amount per purchase.
- 1.3 Purchasing Card Program Administrator or Backup Purchasing Card Administrator may establish different limits for each employee with the recommendation of the employee's Division Director and approval by the County Administrator or Deputy County Administrator.

2. **USE OF PURCHASING CARD**
- 2.1 **THE PURCHASING CARD IS TO BE USED FOR BOCC PURCHASES ONLY. CASH ADVANCES THROUGH BANK TELLERS OR AUTOMATED TELLER MACHINES ARE PROHIBITED.**
- 2.2 CARDHOLDER RESPONSIBILITY – The Purchasing Card that the Cardholder receives has his/her name embossed on it and the card **shall not** be lent to any other person.
- 2.3.1 Every Cardholder is responsible for the security of their Purchasing Card. All precautions shall be used to maintain confidentiality of the Cardholder's account number and expiration date of the Purchasing Card.
- 2.3 CONDITIONS FOR USE – The total of a single purchase to be paid for using the card may be comprised of multiple items but cannot exceed the authorized single invoice limitation. Purchases will be denied if any preset limits are exceeded. Payments for purchases **are not to be split in order to stay within the single purchase limit.**
- 2.4 When using the Purchase Card, Cardholders should:
- 2.4.1 Ensure that the goods or services to be purchased are allowable.
- 2.4.2 Determine if the intended purchase is within Cardholder's Purchasing Card limits.
- 2.4.3 Advise the supplier/merchant that the purchase will be made using the VISA Purchasing Card in advance.
- 2.4.4 Inform the merchant that the purchase is tax-exempt. Review the receipt **before** leaving the store and if taxes were included, request a credit.
- 2.4.5 If using the Purchase Card for travel, membership dues, conference, training or other transactions that require prior approval, make sure all appropriate forms are completed and approved prior to making the purchase.
- 2.5 When placing telephone or mail orders, Cardholders should notify the merchant in advance:
- 2.5.1 If you place a telephone or mail order and sales tax was charged, contact the merchant and request that a credit be processed for the amount of the tax charged.
- 2.5.2 Purchases made in Florida and for use in Florida are exempt from Florida sales and use taxes. The BOCC tax exempt identification number is printed on the Purchasing Card.
- 2.5.2.1 As with all BOCC purchases, the Cardholder must be diligent when dealing with the merchant regarding taxes.

- 2.5.3 **Make sure the merchant understands that charges are not to be billed until the item(s) are actually received by the Cardholder.**
- 2.5.4 If an item(s) is not currently in stock, and is back ordered, remind the merchant that the Purchasing Card cannot be billed until the back ordered item(s) are actually received by the Cardholder.
- 2.5.5 To ensure prompt delivery of items ordered by telephone or by mail, provide the merchant with the appropriate delivery information – do not use Post Office Box for “Ship To” address. Request that you name and “Ship To” address with room number (where applicable) are clearly marked on the outside of the package.
- 2.5.6 Instruct the merchant to send the sales receipt directly to the Cardholder and not to send an invoice to the Clerk’s Office, since the merchant will be paid by the merchant’s financial institution.
- 2.5.7 Tell the supplier/merchant that any shipping or delivery fees must be included in the unit price – FOB: Destination. (A delivery point in Monroe County.)
- 2.6 **Returning Merchandise Purchased with the Card** – Cardholder is responsible for managing any returns/exchanges and ensuring that proper credit is received for returned merchandise.
 - 2.6.1 Contact the vendor and obtain instructions for return.
 - 2.6.2 Review your next card statement to ensure that your account is properly credited for the return.
 - 2.6.3 A pattern of returns and exchanges that indicate improper or inaccurate initial product selection shall be reviewed and may result in loss of privileges for the card holder.

3. **DOCUMENTATION, RECONCILIATION AND PAYMENT PROCEDURES**

- 3.1 **Documentation** – Any time a purchase is made that will be paid using the Purchasing Card, the Cardholder is to obtain a customer copy of the charge slip, which will become the accounting document. Make sure all carbons, if used, and any excess copies are destroyed.
- 3.2 **Missing Documentation** – Missing documentation may result in the cancellation of the employee’s purchasing card. No exceptions will made. Cardholders must keep all receipts, boarding passes and any other documentation such as packing slips, registrations, etc., as normally required by the Clerk of the Court for payment.
- 3.3 **Payment and Invoice Procedures** - Purchases made by employees will be paid by the Clerk’s Office once the Cardholder’s certification and the approving official’s verification has been

completed and the account number has been assigned for each transaction.

- 3.3.1 Receipts: The Purchasing Card receipt or vendor's sales receipt for purchases must be supplied. When purchases are conducted by telephone, you must fill out the Telephone Order Forms and request the vendor to forward the receipt to you. These receipts, and any Telephone Order Forms, are to be stapled to the Daily Purchase Card Purchase Report. **Failure to keep adequate receipts will lead to the loss of Purchasing Card privileges.**
- 3.3.2 The Purchasing Card Issuer, Bank of America, will provide one copy of the billing statement to the Program Card Administrator and one copy to the Clerk's Office, at the end of the billing cycle. The Cardholder may request a copy of the billing statement at any time. This statement will have a listing of all items processed with the billing cycle. In addition to the monthly billing statement, the Purchase Card Administrator or designee will periodically review the Cardholders statement using Bank of America's on-line services.
- 3.3.3 Immediately following a purchase, the Cardholder must submit the charge slip to his/her department's director, via their immediate supervisor. The charge slip must be stapled to a completed Daily Purchase Card Purchase Report. Non compliance may mean denial of future use, or other disciplinary action.
- 3.3.4 The department's director reviews the Daily Purchase Card Purchase Report received from the Cardholder and where applicable, a "Statement of Dispute," is attached. Once review is completed, the department's director will forward to the Purchasing Card Program Administrator within two (2) days after receipt from Cardholder. The department's director will fax all "Statement of Disputes" to Bank of America.
- 3.3.5 Travel: The Purchasing Card Issuer will issue the "Statement" on a scheduled basis each month. It will be the responsibility of the Cardholder to provide his/her designated representative with the receipts for that month should travel or extended leave be scheduled at the time the statement is due and he/she will not be able to complete the statement. The designated representative will complete and make a copy of the statement for the absent employee, and shall forward the copy of the statement to the Purchasing Card Administrator with the rest of the Cardholder's

statements. **The original Cardholder statement will be signed by the employee at the time he/she returns and submitted.**

- 3.3.6 The Purchasing Card Administrator will be responsible for reviewing completed statements from all Cardholders, verifying approval of purchases, resolving any questions on the purchases, and signing the cover letter that accompanies the statements and forwarding completed package with all attachments to the Clerk's Office within three (3) working days after receipt from the department directors. All statements should be furnished to Clerk's Office at the same time. Should the Purchasing Card Program Administrator not receive all of the statements, it will be his/her responsibility to contact the appropriate department director and have the statements furnished at once. If, however, one or more statements are for some reason not received, the remaining statements shall not be held while that one or more are pending.

3.3.6.1 All attachments to the Statement must be stapled to the statement and be sent to the Clerk's Office not later than the third working day after being received by the Card Administrator.

- 3.3.7 If a Cardholder had no purchase activity on his/her credit card for a particular billing cycle, no Statement will be generated for the Cardholder (unless adjustments for previously billed transactions are processed during that cycle).

4. TRANSACTION APPROVAL

- 4.1 Approval of the transactions that a Cardholder had made using their Purchasing Cards, will not be totally defined in this procedure. Department Directors, because of his/her knowledge of the job responsibilities of Cardholder, are required to look at each Cardholder's purchases, and at the merchant who made the sale in order to determine if these items were for Official Use and if they were items allowed to be purchased in accordance with the instructions provided.

4.1.1 If for any reason the Department Director questions the purchase(s), it is his/her responsibility to resolve the issue with the Cardholder. If they cannot be satisfied that the purchase was necessary and for Official Use, then the Cardholder must provide a Credit Voucher proving item(s) had been returned for credit.

- 4.2 The County Administrator will be responsible for resolving abuses by each Cardholder. Appropriate disciplinary action will be taken

against any Cardholder who misuses their privileges of up to and including dismissal.

4.2.1 Should it be evident that an unauthorized purchase was knowingly made, the County Administrator will determine what action will be taken based on the facts presented by the Purchasing Card Program Administrator.

5. **DISPUTES/UNAUTHORIZED CHARGES**

- 5.1 If a suspicious charge appears on a monthly statement, the Cardholder should first attempt to verify the charge with records of purchase. If the Cardholder does not agree with the charge posted on the statement, the Cardholder must notify the bank in writing, using the “Cardholder Dispute Form”. A copy of the “Cardholder Dispute Form” will be forwarded with the statement through the end-of-month processing cycle for the statement. The bank will research the disputed charge and make the necessary adjustments.
- 5.2 Credit to Account – When the bank receives proper notification of a disputed charge, the charge amount will be removed from the total owed by BOCC and shown on the monthly statement as a “suspense” item. When the dispute is resolved, the charge will either be removed from the monthly statement (if the charge was improper) or charged to the Cardholder’s department (if research shows the charge was valid).
- 5.3 If items purchased with the Purchasing Card are found defective or the repair or services faulty, the Cardholder has the responsibility to return item(s) to the merchant for replacement or to receive a credit on the purchase. (Returns that require shipping will be coordinated through the Purchasing Department.) CASH REFUNDS WILL NOT BE PERMITTED. If the merchant refuses to replace or correct the faulty item, then the purchase of this item will be considered to be in DISPUTE.
- 5.4 A disputed item must be noted on the Cardholder’s Statement. In addition, a “Cardholder’s Statement of Disputed Item” form must be completed by the Cardholder with appropriate documentation attached, if necessary. This form will be forwarded with the statement through the end-of-month processing cycle for the statement.
- 5.5 Disputed items are items that the customer, (County) does not believe he/she has received the item purchased, or the item has a defect. The dispute must be resolved between the merchant and the cardholder before any payment can be made.
- 5.6 It is essential that the time frames and documentation requirements established by the Purchasing Card Issuer be followed to protect the Cardholder’s rights in dispute. Dispute policies and procedures issued by the Purchasing Card Issuer will be provided at the time Purchasing Cards are issued to Cardholder.

- 5.7 Fraudulent or improper items may be covered by the Liability Waiver. However, disputed items are not considered fraudulent.

6. REQUEST FOR INITIAL, ADDITIONAL, OR CHANGES TO PURCHASING CARD

- 6.1 Requests for a new Cardholder or changes to a current Cardholder will be done by submitting "Request for Purchasing Card" form. The Form will be processed by the affected Department Director, who will forward the request to the Purchasing Card Program Administrator.
- 6.2 All requests for Purchasing Cards must be approved by the Purchasing Card Program Administrator and/or the Budget & Finance Division Director.
- 6.3 The Purchasing Card Program Administrator's name must be provided to Clerk's Accounts Payable/Receivable Division and kept current.
- 6.4 When Purchasing Card Program Administrator's receives the Purchasing Card from the credit card issuer, they shall print on the back of the card the following statement:

"SEE DRIVER'S LICENSE"

7. ANNUAL INVENTORY OF PURCHASING CARDS

On an annual basis, the Purchasing Card Program Administrator will provide a list of Purchasing Cards issued to employees for each department. The Purchasing Card Program Administrator will conduct a physical inventory of Purchasing Cards and prepare a report on the results of the physical inventory. Additionally, spot check inventories of partial or whole departments, may be held at any time and without prior notification.

8. LOST OR STOLEN PURCHASING CARDS

- 8.1 Should an employee lose or have their Purchasing Card stolen, it is the responsibility of the Cardholder to immediately notify the credit card issuer, their Department Director, the Purchasing Card Program Administrator and the Clerk's Accounts Payable/Receivable Division of the loss. The telephone number of the credit card issuer will be provided when the Purchasing Card is issued to the Cardholder.
- 8.2 **To report a lost/stolen card:**
The Cardholder must call Bank of America, Customer Service, at 800-538-8788 immediately upon discovering that the card has been lost or stolen. Help is available 24 hours a day. Also call the BOCC Purchasing Card Administrator as early as possible on the first available business day during normal business hours at (305) 292-4470.

- 8.3 Failure to promptly notify the issuing bank of the theft, loss, or misplacement of the Purchasing Card could make the BOCC and/or the Cardholder responsible for any fraudulent use of the card and result in loss of privileges and/or disciplinary action for the Cardholder.

9. EMPLOYEE TERMINATION/TRANSFER

- 9.1 A Cardholder who terminates their employment must relinquish their Purchasing Card at the time of the separation from BOCC to their Department Director who will forward the card to the Purchasing Card Programs Administrator. The Purchasing Card Program Administrator will notify the bank and the Cardholder's card will be immediately deactivated. A Cardholder who fraudulently uses the Purchasing Card after separation from BOCC will be subject to legal action.
- 9.2 Transfer of an employee with their Department - If a Cardholder is transferred with their department, it will be the responsibility of the Department Director to determine if the Cardholder should retain his/her current Purchasing Card. If it is determined that the Purchasing Card should be kept by the Cardholder, the master file will be changed upon notification to the Purchasing Card Program Administrator, using the New Card/Change Form, thereby eliminating the need for issuing a new Purchase Card.
- 9.3 Transfer of an employee to another BOCC Department – If a Cardholder is transferred to another BOCC department, it will be the responsibility of the new Department Director to determine if the Cardholder should retain his/her current Purchasing Card. If it is determined that the Purchasing Card should be kept by the Cardholder, the master file will be changed upon notification to the Purchasing Card Program Administrator, using the New Card/Change Form, thereby eliminating the need for the issuing of a new Purchasing Card.
- 9.4 Purchasing Cards canceled for any reason, shall be destroyed by cutting it down the center of the magnetic strip and returning both parts to the Purchasing Card Program Administrator for recording and submissions to the credit card issuer.

10. AUDITS / REVIEWS

- 10.1 The Card Program Administrator may randomly review Card activity and usage and receipt retention for compliance.
- 10.2 The Clerk's Office may conduct random audits on card activity and usage and receipt retention, reconciliations, compliance, etc.

11. FEEDBACK

Your feedback regarding this program is important. The Purchasing Card Program Administrator needs to know if you have any issues and we welcome suggestions for improvement.

12. Accounting/Purchasing procedures and Accounting/Travel and Training Procedures

These procedures must be in compliance with Monroe County's Purchasing Policy and Procedures and must be incorporated with the State of Florida Purchasing Card Guidelines, where applicable.

13. MERCHANT SIGN-UP

It is important to the success of the Purchasing Card Program that merchants interested in doing business with the BOCC via the Purchasing Card receive assistance in doing so. If merchants currently accept VISA credit cards, they are already equipped to accept BOCC Purchasing Cards. A merchant who is not currently accepting VISA credit cards should contact the Bank of America merchant service provider, their own financial institution, or other merchant service provider.

QUICK REFERENCE

1. What is a Purchasing Card?
 - A credit card that is used as an alternative payment method for small dollar and travel and training expenditures for non-stocked products and services, for travel and training, or as otherwise approved for the individual Cardholder.
2. What are the advantages of using the Purchase Card?
 - Improved user satisfaction due to prompt order confirmation and accelerated product receipt.
 - Improved vendor relations by eliminating the potential for late payments, the vendor is paid within 48 hours.
3. Who may have a Purchasing Card, and how do you obtain one?
 - Any Commissioner and/or employee responsible for making purchases that is recommended by their Department Director and is approved by the Purchasing Card Program Administrator.
4. What is the responsibility of the Cardholder?
 - Upon acceptance of the Purchasing Card, employee must sign a "Cardholder Agreement". Signing this agreement, acknowledges employee receipt of the card and acceptance of responsibility for abiding by the terms and conditions of the agreement.
 - Ensure that usage of the card conforms to procedures and that the card is used only for official business purposes.
 - Cardholder will obtain and verify charge receipts after each purchase and attach to the Daily Purchase Card Purchase Report.
 - Cardholder must obtain their Department Director's approval on the Daily Purchase Card Purchase Report.
 - Initiate and handle disputed charges.
5. What is the Department Director's responsibility?
 - Identify and recommend employees who should be issued a Purchasing Card.
 - Identify and recommend limitations.
 - Ensure that the Purchasing Cards used in their department conform to BOCC policy and program guidelines as well as the Purchasing Manual.
 - Review and sign detailed Daily Purchase Card Purchase Report.
 - Forward Reports with receipts to the Purchasing Card Program Administrator.
6. What is the responsibility of the Purchasing Card Program Administrator?
 - Manage, authorize, terminate, and maintain a file of individuals authorized to conduct Purchasing Card transactions.
 - Respond to questions concerning Purchase Card expenditures.
 - Periodically review Cardholder's activity using Bank of America's on-line services.

7. How are purchases made?
 - Cardholder calls or visits vendor and places order.
 - Cardholder provides the vendor with the Purchasing Card number and delivery instructions.
8. Does the Purchasing Card have a spending limit?
 - Individual transactions limited up to a pre-approved amount for small non-stocked products and services, for travel and training, or as otherwise approved by the Purchasing Card program Administrator under the direction of the Budget & Finance Division Director and the County Administrator.
9. What happens if the statement is incorrect or an item needs to be returned?
 - Cardholder notifies credit card issuer if incorrect charge is identified on the statement.
 - Cardholder works with the vendor to arrange for returns and credit.
 - Cardholder verifies that credit appears on next statement.
10. What types of purchases are allowable?
 - The Purchasing Card is to be used for purchases of small dollar expenditures. These items can be purchased and picked up directly at the vendor, or can be ordered by telephone or fax and delivered to the Cardholder.
11. What purchases are disallowed?
 - The Purchasing Card cannot exceed limitations placed on the individual card for non-stocked products and services, for travel and training or as otherwise approved by the Purchasing Card Program Administrator.
 - **Splitting of requirements – not allowed.**
 - Entertainment
 - Meals – The County has an ordinance in effect with respect to meals, please see 004-2004. Restaurant commodity codes will be excluded and meals are prohibited.
 - Personal use
 - Cash advance
 - Gasoline
 - Vehicle Repairs (excluding Fleet Management);
 - Alcoholic beverages
 - Tobacco products
 - Non-work or personal use items and services.
 - Services such as consultants or construction.
 - Telephone Credit Card
12. It should be noted that the Purchasing Card will be used by designated personnel to pay for issued Purchase Orders and other purchases not available to the general users.

DEFINITIONS

Appointed Representative – An individual the Department Director selects to act on their behalf.

Approver – A person delegated the responsibility of reviewing Cardholder transactions to ensure the appropriateness of activity and timely processing of charges (Department Director).

Billing Cycle – The monthly billing period that begins the 4th day of each month and ends the 27th day of each month with a 14-day grace period before payment is due.

Cardholder – The BOCC employee to whom a written Delegation of Authority has been given granting the use of the Purchasing Card to make purchases within present limits on behalf of BOCC.

Cardholder Profile – Parameters that are set for a designated Cardholder that identify the Cardholder, sets default accounting codes and provides restrictions or spending limitations in the Purchasing Card system.

Cash Advance – Prohibited on the Purchasing Card as well as personal purchases.

Charge Slip/Documentation – Itemized list of individual purchases on receipt.

Contractor/Issuer – Bank of America.

Credit – Charged amount removed from total owed by the BOCC.

Cycle Limit – A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority for the billing cycle.

Daily Limit – A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority per day.

Delegation of Authority – A document issued by the Purchasing Card Program Administrator that established the individual as an authorized Cardholder. The delegation of authority will specify spending and usage limitations unique to that Cardholder.

Delivery Address – Complete address including Cardholder's name and room number (where applicable).

Designated Representative – Department Director is to review Cardholder's monthly statement's receipts and transactions to ensure the appropriateness of activity and timely processing of charges and/or credits applied to that department.

Dispute – For items purchased and found defective or faulty, the Cardholder can return the item to the merchant who will initiate a credit that will appear on the next month's statement of account.

MCC – Merchant Category Code assigned to merchant by the Credit Card Company, i.e. VISA, which identifies the primary goods or services provided by the merchant.

Monthly Limit – A maximum dollar value of charges and/or number of transactions that may be applied to a Cardholder's purchasing authority during a month.

Non-stock Materials – Materials not available through supply inventory.

Official Use – Necessary merchandise purchased for BOCC use.

Payer- The payer will be Monroe County Board of County Commissioners, through the Finance Department, ensuring that adequate or appropriate accounting codes are assigned. Normally, this will be the last level of review prior to processing for payment but is not part of the “approval” levels.

Purchasing Card – A credit card that is used as an alternative payment method.

Purchasing Card Programs Administrator – The individual who is responsible for the Board of County Commissioners’ (BOCC) Purchasing Card Program.

Reconciler – The individual who reconciles Cardholder receipts.

Reconciliation – Balancing charge slips with bank statement.

Services – Non-personal temporary work.

Single Purchase Limit – Each Cardholder will be limited to a preset maximum amount on any single small non-stocked product or service, for travel and training or as otherwise determined by the Purchasing Card Program Administrator.

Small Purchase – An acquisition of supplies, and non-personal services in the amount of \$999.99 or less and purchased without a Purchase Order.

Statement – Monthly record of charges and credits.

Tax Exemption – All purchases shall be exempt from state and local taxes, in accordance with state law.

MONROE COUNTY
BOARD OF COUNTY COMMISSIONERS
REQUEST FOR PURCHASING CARD

To: Purchasing Card Program Administrator

From: _____
DEPARTMENT NAME

Subject: REQUEST FOR PURCHASING CARD

Request the following employee be authorized a BOCC Purchasing Card:

Full Name: (Type or Print) _____

Sample Signature: _____

Title: _____ Employee Number: _____

Florida Drivers License # _____

Immediate Supervisor:

Restrictions: Single limitation: \$ _____

Monthly limitation: \$ _____

Types of products to be authorized:

NAME OF DIVISION DIRECTOR (TYPE OR PRINT)

SIGNATURE OF DIVISION DIRECTOR

CC: Authorized Employee

MONROE COUNTY
BOARD OF COUNTY COMMISSIONERS

CARDHOLDER AGREEMENT

Please review the terms stated below and sign:

I agree to use this Purchasing Card only for actual and necessary BOCC business expenses incurred by me in accordance with the BOCC Purchasing Card Procedures.

I have read the Purchasing Card Procedures, and agree to abide by the procedures contained therein. I acknowledge that use of this card for any purpose other than BOCC approved business expenses are prohibited and will be grounds for corrective action, up to and including termination. In addition, I agree that I must reimburse the BOCC for any such charges.

I agree to surrender the Purchasing Card immediately upon retirement, termination or upon request of an authorized representative of the BOCC. I understand that use of the Purchasing Card after privileges are withdrawn is prohibited.

If the card is lost or stolen, I will immediately notify the issuing bank (Bank of America) by telephone. I will confirm the telephone notification by mail or facsimile to the issuing bank and with a copy to my Department Director and the Purchasing Card Program Administrator. I understand that failure to promptly notify the issuing bank of the theft, lost, or misplaced Purchasing Card could make me responsible for any fraudulent use of the card.

Bank Contact: Jeri Winkleblack, Vice President, Florida Account Manager
850-561-1737 Fax: 850-561-1965

Customer Service: 800-822-5985 Fax: 757-823-7473

Cardholder: _____
 TYPE OR PRINT NAME

Signature: _____

Date: _____

Department: _____

Phone Number: _____

Cc: Cardholder

DAILY PURCHASE CARD PURCHASE REPORT

[illegible]

***REMEMBER TO ATTACH ALL RECEIPTS (PURCHASE AND CREDIT).**

Bank of America
Phone 1-800-538-8788 Fax 1-800-253-5846
Outside of U.S. (757) 677-4705 Fax (757) 677-4361
Attn: Commercial Card Services

CARDHOLDER STATEMENT OF DISPUTED ITEM
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Company Name:

Cardholder Name:

Cardholder Account Number:

Statement Date	Transaction Date	Merchant Name/Description
Amount	Posting Date	Reference Number

Check the description most appropriate to your Dispute. If you have any questions, contact Bank of America at 1-800-538-8788.

- _____ 1. **Alteration of Amount:**
The amount of the sales draft has been altered from \$ _____ to \$ _____.
(Please include copy of sales draft.)
- _____ 2. **Unauthorized Mail or Phone Order:**
I certify the charge listed above was not authorized by me or any person authorized by me to use this account. I have not ordered merchandise by phone or mail, or received goods and services as represented above.
- _____ 3. **Cardholder Dispute:**
I did participate in the above transaction, however, I dispute the entire charge, or portion, in the amount of \$ _____ because
- _____ 4. **Credit Not Received:**
The merchant has issued me a credit slip for the transaction listed above, however, the credit has not posted to my account. The date on the voucher is between 30 and 90 days old. (Please include a copy of the credit voucher.)
- _____ 5. **Imprinting of Multiple Slips:**
The above transaction represents multiple billing to my account. I only authorized one charge from this merchant for \$ _____. I am still in possession of my card.
- _____ 6. **Merchandise Not Received:**
My account has been charged for the above transaction, but I have not received this Merchandise. I have contacted the merchant.
- _____ 7. **Merchandise Not Received:**
My account has been charged for the above transaction, but I have since contacted the merchant and canceled the order. I will refuse delivery should the merchandise still be sent.
- _____ 8. **Merchandise Returned:**
My account has been charged for the transaction listed above, but the merchandise has been returned. Provide a description of the circumstances. (Please include postal receipt if applicable.)
- _____ 9. **Inadequate Description/Unrecognized Charge:**
I do not recognize this charge, please supply a copy of the sales draft for my review.
- _____ 10. **I am no longer disputing this charge.**
- _____ 11. **Other/Comments**

PURCHASING CARD TELEPHONE ORDER

(For Internal Use Only, Retain With Receipts)

Reminder: Board of County Commissioners is exempt from Florida Sales Tax. Give vendor the tax exemption number on the Purchasing Card.

It is the Cardholder's responsibility to obtain receipts from telephone purchases, attach them to this form, and forward this form and the receipts with their monthly statements.

Supplier Name	
Phone Number	
Date Order Placed	
Order called in by (Cardholder's Name)	
Order Called to (name of supplier's representative)	

Item #	Detailed description of items/services ordered (size, etc.)	U/I	Quantity	Cost per U/I	Extended Cost:
TOTAL PURCHASE:					\$